Bell Primary School
Video Conference Protocols
2020

Bell Primary School recognises the importance of staff and students having access to a range of tools to enhance and promote purposeful learning opportunities as well as student engagement and wellbeing during the period of flexible and remote learning.

One of these tools is video conferencing, which must be used in a safe, responsible and meaningful way. The school will use secure video and teleconferencing technology, recommended by DET, that students can use to join a class and see their teacher, the content they are sharing, and interact with peers. Students can attend online classes from home using a computer or mobile device with internet access, using a link provided by the teacher.

The use of video conferencing between school staff and students during the period of remote and flexible learning will be defined through one of the below categories:

Engagement & Wellbeing -
An engagement and wellbeing video conference may take place for the purpose of:

- Face to face interaction between teacher(s) & students, maintaining connections with peers and teachers.
- Allow teachers to identify those students who may require additional support during remote learning.
- Providing students with an opportunity to voice their thoughts and feelings regarding learning from home.

Teaching and Learning -
A teaching and learning video conference may take place for the purpose of:

- Providing support through collaboration, goal setting, exploration and problem solving.
- Conferencing with students about their progress, questions, and concerns.
- Providing a forum for students to ask questions to each other or of teachers.
- Supporting parents/carers and their child with home learning e.g. Students with additional needs.

To enable the achievement of a safe and responsible digital learning environment, all groups involved are expected to act and behave in a manner that protects everyone. To achieve this, Bell Primary School will support the rights of all members of the school community to engage in responsible and safe use of video and teleconferencing.

This document contains the expectations for staff, students and parents/carers regarding the use of video and teleconferencing.

Staff are expected to ...

- Adhere to the same professional standards of behaviour during the video conferencing session that would be followed in the classroom.
- Ensure anything within camera view is age appropriate.
- Ensure conferences with students are not recorded, except in exceptional circumstances where prior parent/carer consent has been given.
- Save any written communication that occurs as part of a conference.
- Find a quiet place to conduct the conference.
- Conference with groups of students, not one on one, unless there are exceptional circumstances and a parent/carer should be present in those circumstances.
- Provide a student with 2 warnings (depending on severity of protocols not being followed). Remove student(s) from the conference and contact their parents/carers if there are further breaches of protocols.

- Be organised by being on time and with a fully charged device.
- Have a clear purpose for the conference that is communicated to students prior to the meeting.
- Follow the Child Safe Standards and report any illegal activity to school leadership, DHHS and the police where required

Students are expected to…
- Follow the same standards of behaviour during the video conferencing session that would be followed in the classroom.
- Find a quiet place in their house where an adult can still see their screen.
- Place their device on a flat surface and ensure their device is plugged in or appropriately charged e.g. at least 50%
- Join the conference a few minutes early to ensure it starts on time.
- Come to the meeting prepared for the purpose. This may include having their learning activities, stationery and any questions they have.
- Ensure discussions are relevant to the purpose of the meeting.
- Keep their microphone on mute until the teacher asks you to turn it on. Students can participate, by unmuting themselves to comment and ask questions in the virtual classroom.
- Ensure that only 1 person is talking at a time. If students have a question or would like to speak, they can signal this by putting their hand up.
- The chat box is only used when directed by the teacher.
- Use good listening skills by keeping focused on the speaker and allowing others to speak.
- Consider going to the toilet prior to the meeting starting and do not consume any food during the meeting.
- Come to the meeting appropriately dressed.
- Leave the conference when directed by the teacher.
- Keep meeting details (including the link, password, etc) confidential.
- Join the meeting using their first name and @bellps.vic.edu.au email address (if prompted to enter email)
- Mute their microphone and turn off their camera if the teacher's Webex cuts out (technically difficulties) and wait for the teacher to rejoin and ask them to turn their camera back on

Parents/Carers are expected to…
- Support their child to create a suitable web conference environment at home, ideally with a power source, a table with room for a laptop/device and papers, good lighting, a comfortable place to sit in relatively quiet surroundings.
- Where practical, assist their child with any troubleshooting issues beginning or during a conference.
- Focus on supporting their child, if required, and not interact with other students in the conference.
- Support the school by reinforcing with their child the Video Conferencing expectations outlined above.

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Bell Primary School **DRAFT Phone Call Protocols** **2020**

In some circumstances, a phone call to an individual child or parent/carer may be necessary to address a specific wellbeing or engagement concern identified by the teacher and/or parent/carer. All interactions must be conducted in a respectful manner, enabling everyone to work together for the betterment of the child.

The below guidelines are designed to protect the privacy and safety of all parties involved.

Staff are expected to…
- Keep their personal contact details confidential. Phone numbers must be set to private.
- Contact students through a parent/carers device only.
- Only participate in a 1:1 phone conversation with a student where the conversation is on loud speaker and a parent/carer is present.
- Use audio communication only.
- Negotiate an agreed time and purpose for a phone call with the parent/carer, via email.
- Leave a message if the call goes to voicemail outlining a day/time that a follow up phone call will be made.

Students are expected to…
- Follow the same standards of behaviour during the phone conversation that would be followed in the classroom.
- Participate in phone conversations they have been invited to partake in.

Parents/Carers are expected to…
- Negotiate an agreed time and purpose for a phone call with the teacher, via email.
- Be present for any 1:1 phone calls involving their child and ensure it is on speaker phone.
- Keep discussions to the agreed topic of conversation.